

Kyle Hargus

Product Designer | Seattle, WA | kylehargus.com | kylehargus@gmail.com

Experience

Experience Designer II | Expedia Group

July 2019 - April 2024

Led design efforts for the Fraud and Risk and Social Commerce for Travel teams, and worked cross-functionally as a designer on the Platform XD (experience design) team.

- Externalized existing capabilities and conceived new functionality for large-scale enterprise products and integrations on EG Console, with a consistent emphasis on accessibility.
- Completed an end-to-end redesign of internal fraud analyst tools, adding net-new capabilities and functionality to Dispute Management tools which lead to a YOY increase in dispute accuracy and reduction in negative customer impact.
- Drove UX process on externalization of fraud analyst services as a new SaaS dashboard that allows travel partners to more closely monitor and take action on fraudulent transactions within their accounts, creating a new team revenue stream.
- Worked as sole designer for Travel Stories, EG's first foray into hosting social video content, and collaborated on several other social-tech experience integrations, resulting in a 35% increase in Gen Z users entering the mobile booking flow.

Design Lead | Fons

September 2015 - June 2018

First designer hired to help build a scheduling and billing platform for instructors from the ground up.

- Responsible for end-to-end design work for the first iteration of the Fons app, including high fidelity mock-ups and detailed prototypes for web and mobile products.
- Established a comprehensive design system that included a detailed color guide, typography standards, and a component library; enhanced design consistency across marketing and product, streamlining the onboarding process for new design team members.
- Performed extensive user research with several music teachers and studios, creating user stories, personas, and journey maps as north star materials for building MVP.

UX / UI Designer | Freelance

January 2016 - July 2019

Led design efforts for several start-ups and individual projects, including work for PipelineCRM, Vendorhawk, Swym, AdXeed, and Harvard Libraries.

Content Editor → UX Designer | LexisNexis

January 2011 - April 2015

Worked with a small design team to execute a full redesign of the Lexis Securities home screen and search page templates, and led design and usability testing efforts for several LS products.

Education

University of Washington

September 2006 - June 2010

B.A., English